Ministry of
Public Safety
and Solicitor General

2001/02
Annual Report
A New Era Update

**Ministry of
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and Solicitor General**

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Introductory Note — A Year of Transition

The Government of British Columbia and its ministries are committed to reporting on performance. The *Budget Transparency and Accountability Act* (BTAA), as amended in August 2001, provides the legislative framework for a regular cycle of planning, reporting and accountability. Under the BTAA, ministries are responsible for producing three-year service plans (previously called performance plans), which are updated yearly, and annual service plan reports (formerly called performance reports). The amended BTAA takes effect beginning with the 2002/03 fiscal year. The first three-year service plans, covering the period 2002/03 to 2004/05, were released with the provincial budget on February 19, 2002.

This annual report relates to the previous fiscal year, covering April 1, 2001, to March 31, 2002. This was a transition year, with a new government sworn into office on June 5, 2001. On that day, there was an extensive reorganization of ministries, which were given significant new policy direction and tasked with the responsibility for implementing the government's *New Era* commitments. Later in the year, ministries proceeded through the core services review, which refined the mandates of ministries and identified the strategic shifts required to move government toward its long-term objectives.

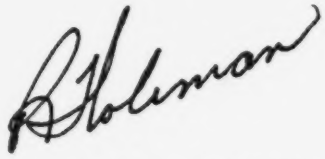
This report provides an update on all that activity and also provides a report on performance, approaching the model provided by the BTAA as closely as is possible in the circumstances. An annual report would normally relate back to a preceding plan and report on the results achieved compared with the intentions outlined in that plan. In this case, the preceding plan was produced before the adoption of the significant changes outlined above, and as noted, this ministry has been significantly reorganized, and policies and priorities have changed. This limits the extent to which performance information as described in the previous plan is useful.

Consequently, this report sets out the ministry's redefined role and the services it provides, and — within the context of its goals and objectives as they evolved through the year — describes the achievements of the ministry and the performance targets being used to measure success.

103-01578/

Accountability Statement

The 2001/2002 Ministry of Public Safety and Solicitor General Annual Report was prepared under my direction, and I am accountable for the results the ministry achieved since June 5, 2001. This report describes progress made in this first year on the government's *New Era* commitments, which are to be addressed by May 17, 2005.



Honourable R. T. (Rich) Coleman
Solicitor General
Ministry of Public Safety and Solicitor General

June 28, 2002

BRITISH COLUMBIA

Ministry of Public Safety and Solicitor General

I have the honour of submitting the Ministry of Public Safety and Solicitor General Annual Report for the fiscal year 2001/02. As a *New Era* update, this report focuses on the period of June 5, 2001, to March 31, 2002.

Public safety is a key priority for our government. We have a fundamental duty to protect our citizens and maintain law and order, so that people can be confident they live in safe communities. It is our goal to have an enhanced, sustainable public safety system and to improve the public's perception of the people and organizations that make up that system.

In 2001, we began a detailed review of what the ministry does. We asked ourselves why we do it, whether we should continue to do it, and how we might do it better. A key outcome of this review was a series of strategic shifts, including: a move towards greater integration of policing services and an enhanced role for provincial police in responding to complex criminal activities; a plan to increase efficiencies in crime prevention by encouraging community ownership of community-based programs and in victim services by rationalizing service delivery; a plan to increase efficiencies in liquor licensing by eliminating unnecessary regulation and in consumer services by moving toward self-regulation; and, a restructuring of the way we manage the legal gaming industry.

This report reflects the first steps we have taken to fulfil our *New Era* commitments. Subsequent reports will detail the ministry's success in implementing the service plan signed on January 30, 2002.

Honourable R. T. (Rich) Coleman
Solicitor General
June 28, 2002

TABLE OF CONTENTS

Introductory Note — A Year of Transition

Accountability Statement

Message from the Minister

Year-at-a-Glance Highlights 3

Ministry Role and Services 5

Update on *New Era* Commitments 9

Performance Reporting 12

Report on Resources 24

Appendices 26

Year-at-a-Glance Highlights

Corrections

- Developed strategies and detailed plans aimed at consolidating correctional facilities and reducing the costs of contracted community services and the Keep of Prisoners program in 2002/03.

Gaming Policy and Enforcement

- Restructured five gaming management agencies into two to eliminate duplication, save administrative costs and improve accountability.
- Introduced new gaming legislation designed to strengthen the management of gaming in British Columbia and ensure greater accountability.
- Implemented streamlined gaming policies to give charitable organizations more flexibility to meet community needs and support programs and services throughout the province.

Liquor Control and Licensing

- Introduced a liquor reform strategy to improve public safety, consumer choice and customer service.

Police Services

- Cancelled the photo radar program to concentrate resources on direct, visible policing and immediate intervention.
- Commenced planning to pilot and implement PRIME BC, a provincewide, integrated, multi-jurisdictional police records information management system.
- In a joint initiative with the RCMP and the BC Vital Statistics Agency, launched a program to prevent persons with criminal records from changing their names to avoid detection on criminal record checks and proposed an amendment to the *Name Act* requiring all persons applying for a name change to undergo a criminal record check.
- Ensured that all RCMP vacancies were filled in accordance with RCMP Policing Agreements with the federal government.
- Supported the RCMP auxiliary constable program of volunteers under which 209 new auxiliary constables were trained and appointed.
- Initiated consultation with the RCMP to implement a reserve constable program in B.C. to provide fully trained and armed officers for part-time, seasonal and temporary policing in B.C. communities.

Protective Programs

- Introduced the *Crime Victim Assistance Act*, which increases the range of benefits provided to victims and brings B.C. in line with most other provinces by eliminating pain and suffering awards that were difficult to judge and administer. The Act will be brought into force in summer of 2002.
- Introduced and brought into force the *Parental Responsibility Act*, which provides greater parental responsibility for children who commit property crimes.

Regulatory Programs

- Repealed obsolete regulations and completed consultation towards modernized, plain-language legislation for residential tenancy and manufactured home-park tenancies that will make it easier for both tenants and landlords to understand their responsibilities.
- Planned new consumer protection legislation to reduce government regulation and move towards industry self-regulation while maintaining standards in consumer protection.
- Reduced red tape by eliminating the licensing requirement for direct sellers and the registration requirement for credit-reporting agencies.
- Consolidated residential tenancy services.

Ministry Role and Services

Vision, Mission and Values

Vision

People feel safe at home and in their communities and have confidence in the efficiency, effectiveness, responsiveness and integrity of police and corrections programs. Victims of crime and those who are vulnerable receive support and protection. Businesses and individuals prosper in a fair and effective regulatory environment.

Mission

To ensure the security and economic vitality of communities through effective policing, corrections, liquor control, gaming, protective and regulatory programs.

Values

The Ministry of Public Safety and Solicitor General shares with all government organizations a commitment to affordability, efficiency, accountability, innovation and reform, and a healthy, supportive workplace.

In addition, the ministry strives to deliver its unique services in accordance with these values:

- Integration of services
- Community participation
- Risk management
- Self-regulation
- Balance of consumer protection with economic vitality

Core Business Areas and Programs

The ministry operates a number of major business areas and programs in order to fulfil its mandate. The following list provides a brief description of these programs.

Corrections

The ministry ensures public safety by supervising criminal offenders. The Corrections Branch is charged with the safe care and control of offenders within a correctional setting. It fulfils its mandate by using a risk-based supervision model for offenders in custody facilities and in the community. Rehabilitation programs are provided to offenders to reduce the risk of re-offending.

Gaming Policy and Enforcement

The ministry defines the scope of permitted gaming in the province, including casino gaming, horse racing, bingo gaming, lotteries and raffles. It regulates and enforces legal gaming activities and manages and distributes government's gaming revenues to charities that meet the eligibility criteria.

Liquor Control and Licensing

This branch of the ministry regulates the manufacture and resale of liquor in licensed establishments in the province. The ministry enforces liquor laws with a focus on community standards and public safety in order to reduce the social costs of liquor misuse, such as health costs and the justice system costs that are associated with prosecuting and managing offenders. The liquor control program's activities are funded by licensing fees paid by liquor licensees such as restaurants and bars.

Police Services

This division of the ministry oversees law enforcement in British Columbia to ensure that effective police services are maintained throughout the province. The Police Services Division administers an agreement with the RCMP to provide provincial police services to rural areas and to municipalities with fewer than 5,000 people. It also administers First Nations policing agreements and programs. There are 124 RCMP units in the provincial police force, 59 RCMP municipal police forces, 12 independent municipal forces and 3 First Nations forces. Police Services inspects, evaluates and reports on the standard of law enforcement in the province. It oversees the Organized Crime Agency of B.C. and administers traffic programs.

Protective Programs

Victim Services provides victims of crime with services and benefits in their communities. It also funds, trains and supports victim services workers across the province.

Community Programs assists communities with their crime prevention and justice initiatives by providing programs, expertise and funding to community groups.

The Criminal Records Review Program, Protection Order Registry and Community Notification Advisory Program help protect the public from offenders in a variety of ways: by conducting criminal record checks on individuals working with children; by maintaining a registry of protection orders that is accessible to police; and, by issuing public notifications about dangerous offenders when required.

The Coroners Service investigates sudden or unexpected deaths throughout the province to ensure that no death is overlooked, concealed or ignored. It determines all factors surrounding a death and issues recommendations that do not find fault, but are designed to help prevent similar deaths or injuries.

The Provincial Emergency Program (PEP) provides provincewide emergency preparedness, response and recovery from major disasters, including disaster assistance to victims. PEP supports local governments and volunteers who provide assistance to the public.

Regulatory Programs

Consumer Services promotes fairness and understanding in the marketplace through consumer protection and industry regulation. Motor dealers, debt poolers, travel agents and funeral services are among the industries regulated.

The Film Classification Office classifies and approves exhibited films and adult videos for distribution; licenses distributors, theatres and video retailers in the province; enforces the *Motion Picture Act*; and, monitors the distribution of mature and adult video games.

Security Programs licenses the security industry, including armoured car guards, private investigators, locksmiths, security patrols and alarm service companies.

The Residential Tenancy Office manages the process for resolving disputes between landlords and tenants by providing an arbitration process as well as other information and dispute resolution services.

Core Review Strategic Shifts

Over the past year, the ministry has undertaken some important strategic shifts in how it operates. The goal of these strategic shifts is to enhance public safety by increasing the ministry's accountability and by encouraging community participation in public safety initiatives. Further, the ministry is examining the programs it offers to determine how efficiently they are delivered, and is pursuing deregulation of certain industries to reduce unnecessary red tape.

The strategic shifts are:

- In corrections, a move to risk-based supervision of offenders and proven rehabilitation programs, and a focus on operating correctional centres more efficiently;
- In policing services, a shift to greater integration of services and enhancing the provincial police's responses to complex criminal activities;
- Increasing efficiencies in liquor licensing by reducing regulations; in crime prevention by encouraging community ownership of community-based programs; and, in victim services by rationalizing service delivery;
- A move to self regulation/deregulation and risk-based enforcement in regulatory programs such as film classification, the security industry and consumer protection. In residential tenancy, a move to consolidate services and to modernize legislation; and,
- A restructuring of the management of the gaming industry, including consolidating policy, standards, regulation, licensing, registration and enforcement activities.

Fit to the Government Strategic Plan

The approach of the Ministry of Public Safety and Solicitor General is consistent with the government-wide strategic plan. The government plan provides the broad framework within which individual ministries pursue their goals. The vision outlined in the strategic plan is of a prosperous and just province whose citizens achieve their potential and are confident about the future.

Further, the plan describes strategies for achieving this vision. For all ministries, these strategies include operating efficiently and eliminating red tape. A number of the strategic shifts within the Ministry of Public Safety and Solicitor General are designed to do just that. For example, the ministry is working to consolidate consumer protection regulations and streamlining liquor licensing regulations. Work has also begun to update and modernize the *Residential Tenancy Act* to make it easier for tenants and landlords to exercise their rights.

Regarding public safety, the ministry is committed to working to reduce personal and property crime, as well as rates of domestic violence. The ministry is reviewing Safer Community programs with the goal of enhancing their effectiveness. In addition, over 200 new auxiliary constables were trained and appointed, and the ministry is supporting an RCMP pilot project to increase the number of fully-armed reserve constables in the province.

Planning Context

The ministry's ability to realize its vision and achieve its goals is affected by many external factors, of which these are the most significant:

- Although British Columbia continues to have one of the highest crime rates in Canada, reported crime rates in both the province and the rest of Canada have declined over the past several years. Crime rates are affected by a number of social, demographic and economic factors.
- The nature of crime is changing. It increasingly crosses community, provincial and national boundaries, and it is more complex, better organized and technologically sophisticated.
- Alcohol and other drugs continue to be major factors contributing to various kinds of crime.
- The public appears to favour strict sentences for violent offenders, but also favours crime prevention and alternatives to incarceration for less serious offences.
- Victims are seeking more acknowledgment from, and participation in, the criminal justice process and are demanding more protection for the vulnerable.
- British Columbia's population is growing, is increasingly litigious, and includes a rising number of international immigrants who frequently require language services and who may be unfamiliar with the structure and principles of the justice system.
- The need for linked information systems across separate justice system components continues. British Columbia has already made considerable progress in linking police, Crown, courts, and adult and youth corrections through the JUSTIN and CORNET information systems. PRIME BC is another information system that, when fully implemented, will link police departments across the province.

Update on *New Era* Commitments

Key Projects

The Premier's Office identified three key projects for the Ministry of Public Safety and Solicitor General, to be completed by May 17, 2005. These are listed below, along with the progress made on each one since June 05, 2001.

Project	Progress
Review the status of the RCMP agreement and make recommendations, including a policing plan to deal with impacts on communities of less than 5,000 before the last census.	• In conjunction with the ministries of Finance, Provincial Revenue and Community, Aboriginal and Women's Services, the ministry is developing options for requiring communities under 5,000 and unincorporated areas to pay their policing costs. The ministry is also working with the RCMP to develop a five-year plan for policing in B.C.
Review and make recommendations regarding the training and arming of auxiliary police officers.	• The ministry initiated consultation with the RCMP to implement a reserve constable program in B.C. RCMP reserve constables would be fully-trained and armed officers with previous police experience. Reserve constables would be appointed under the *Royal Canadian Mounted Police Act* to provide part time, seasonal and temporary policing.
Review the current Safer Community programs and make recommendations on how to increase their effectiveness.	• The ministry has restructured service delivery from a regionalized model to a centralized one in order to reallocate and maximize funding to communities. Grant funding program recommendations are now being implemented.

New Era Priorities

Responsibility for several priorities from the *New Era* document was assigned to the Ministry of Public Safety and Solicitor General. Progress made from June 05, 2001, to March 31, 2002 on each priority is described below. Most of these priorities are to be addressed by May 17, 2005. However, one commitment — to eliminate photo radar — also appeared on the government's 90 day agenda. It was accomplished before the end of June 2001.

Priority	Progress
Scrap photo radar to put police officers back on the street, enforcing public safety.	• Completed as part of the 90 day agenda. The photo radar program ended June 27, 2001. All program assets were reallocated, leases were terminated, and all staff were reassigned.
Ensure auxiliary police officers are properly trained and armed to protect their communities.	• Police Services Division continued to support the Tier 1 auxiliary constable program of community volunteers. During the reporting period, 209 new auxiliary constables were trained to the provincial standard and appointed. The ministry is consulting with the RCMP to implement a reserve constable program to provide trained and armed officers for part-time, seasonal and temporary policing of B.C. communities.
Pressure the federal government to fulfil its contractual obligation to fully fill all RCMP vacancies.	• Completed. All vacancies filled as of December 2001.
Stop the expansion of gaming that has increased gambling addiction and put new strains on families.	• The ministry: — defined the limit, scope and magnitude of permitted gaming in the province; and — provided an April 30 deadline to finalize outstanding destination casino projects. • New gaming legislation was introduced and will be brought into force in 2002 to ensure gaming will not expand in B.C.
Continue to pressure the federal government to scrap mandatory gun registration and put those resources to fighting crime.	• British Columbia withdrew from administration of the firearms program on March 31, 2002. Federal government ministers and officials were made aware of the province's position.
With Children and Family Development ministry, fight child prostitution and youth crime with specific legislation aimed at providing greater protection for children at risk and greater parental responsibility for children who commit property crimes.	• *Parental Responsibility Act* was brought into force on January 1, 2002. • The new *Crime Victim Assistance Act* will provide greater protection to children at risk of exploitation by providing enhanced counselling and protective measures for sexually-exploited youth.

Priority

Modernize the *Residential Tenancy Act* in plain language everyone can understand to properly protect renters and landlords.

Progress

- The ministry redrafted the Act and posted major policy issues on the Internet in early December 2001 for stakeholder and public input (1,500 submissions were received).
- Consultations with key stakeholder groups were held in December 2001 and January 2002.
- Redrafting of the Act is currently under way.

Performance Reporting

Overview

This section of the report identifies the goals, objectives and strategies for each core business area of the Ministry of Public Safety and Solicitor General. It provides information on the performance measures that indicate the ministry's progress in achieving its goals and objectives.

The measures included in this section may be augmented and improved in future. The previous fiscal year of April 1, 2001, to March 31, 2002, was a transition year during which ministries were reorganized, given significant new policy direction, and tasked with the responsibility of implementing the government's *New Era* commitments. As a result, many of the performance measures reported below are new. Others are still under development and will be added as Service Plans are updated.

For each performance measure in this section, information is given for the reporting period of June 5, 2001, to March 31, 2002, providing an update on activities since June 5, 2001. The status of each performance measure is also reported, including, where possible, trend data for the comparable approximately 10-month period of the previous fiscal year. This provides the most accurate comparisons by accounting for seasonal fluctuations in caseloads and counts.

Completed or continuing activities designed to meet ministry goals, objectives and strategies and inform the performance measures are also identified.

Selection of Measures

The performance measures reported below fall into three categories.

- **Output Measures** represent the level of service provided by a program in attempting to achieve certain results.
- **Outcome Measures** focus on the desired results of government actions.
- **Efficiency Measures** relate to the costs of achieving successful outcomes.

All performance measures were reviewed in terms of several selection criteria. Before measures were approved, they had to meet the following four criteria.

- **Comprehensiveness**: The measures should cover all core business areas of the ministry where the ministry is trying to achieve results.
- **Understandability:** The measures should be clear and easily understood by the public, and should sufficiently explain how performance is being assessed.
- **Relevance:** The measures should provide information to help the ministry make better decisions.
- **Reliability:** The data used to inform the measures should be unbiased, complete and error-free.

Principal Data Sources

The Ministry of Public Safety and Solicitor General endeavours to provide accurate and reliable data, to improve data quality and to strengthen the ministry's ability to report on performance.

Data used to inform corrections operations come from CORNET, a ministry database. CORNET monitors all movements in the areas of adult custody and community corrections. It contains over 25 years of data on offenders.

Several other databases serve as sources for policing and crime data. These are primarily external databases, managed nationally by the Canadian Centre for Justice Statistics (CCJS), to which police jurisdictions in B.C. contribute information. One example is the Uniform Crime Reporting Survey, which collects aggregate data on the incidence of crime. Other examples are the Operational Statistics Reporting System and the Homicide Survey database, both of which provide detailed information on specific crime categories.

JUSTIN, the ministry's integrated justice case-tracking computer system, provides data links among police, Crown, the judiciary, courts and corrections. Currently installed in 400 offices throughout the province, it replaces all the separate and non-linked case-tracking systems previously used, thereby improving data accessibility and consistency.

Many of the ministry's core business areas also draw information for reporting purposes from small program-specific databases, program documenation and electronic records, surveys, and published studies and reports.

Core Business Areas and Performance Measures

Core Business Area: Corrections	
Goal **Objective:** Strategies:	**Effective monitoring and enforcement of court orders** Provide custody and community supervision to offenders • Maintain core services for incarcerated adults and community corrections • Maintain staff and inmate safety
Goal **Objective:** Strategies:	**Communities that are safe from high-risk offenders** Manage and supervise offenders based on their risk to re-offend • Undertake offender risk/needs assessments • Provide appropriate levels of supervision based on offender assessments
Goal **Objective:** Strategy:	**Reduced risk of re-offending** Provide core rehabilitative programs that target offender risk and needs • Maintain existing core programs and implement additional ones
Goal **Objective:** Strategies:	**Lower overall operating costs** Reduce the costs of incarceration and community supervision • Consolidate operations in adult custody and community corrections • Reduce contracted offender programs and treatment

Performance Measures:	Actual June 5, 2001 to March 31, 2002	Status
Output Measures		
Average daily count of offenders in adult custody	2,173	• This represents a decrease of 11% when compared to the equivalent period of the previous fiscal year. Approximately 4% of this decrease was due to release of immigration holds.
Average # of offenders under community supervision	20,921	• This represents a decrease of 3% when compared to the equivalent period of the previous fiscal year.
% offender risk/needs assessments completed	86%	• This represents an increase of 5% when compared to the equivalent period of the previous fiscal year.
# of core programs delivered to offenders	517	• This represents an increase of 2% when compared to the previous fiscal year.
Outcome Measures		
% of offenders completing core programs	**86%**	• **This represents a decrease of 8% when compared to the equivalent period of the previous fiscal year.**
Efficiency Measures		
Offender to caseworker ratios	70:1	• Ratios will remain relatively stable until consolidations of facilities are complete
Inmate to staff ratios	20:1	• Ratios will remain relatively stable until consolidations of facilities are complete
Consolidation of community operations	5 regions (58 offices)	• Consolidation slated for fiscal year 2003/04
Consolidation of adult custody operations	19 centres operational as of March 31, 2002	• Twenty centres were operational prior to beginning consolidations; this will be further reduced to 11 operational centres by fiscal year 2003/04.

Core Business Area: Gaming Policy and Enforcement	
Goal	A SOUND REGULATORY FRAMEWORK GOVERNING LEGAL GAMING
Objective:	Provide comprehensive legislation, policies and industry-wide standards
Strategies:	• Establish eligibility and licensing criteria to ensure consistent and fair access • License organizations to conduct charitable events • Register all gaming participants (organizations, corporations, individuals) and certify the integrity of gaming equipment and products
Goal	ENSURED INTEGRITY OF LEGAL GAMING
Objective:	Establish audit and compliance standards
Strategies:	• Create audit and inspection policy and perform audits on registrants • Approve BC Lottery Corporation's compliance program • Investigate inappropriate activity in legal facilities and support police in illegal gaming investigations
Goal	SOUND MANAGEMENT AND DISTRIBUTION OF GOVERNMENT GAMING REVENUES
Objective:	Establish terms and conditions for receiving and using gaming funds
Strategies:	• Confirm intended recipients meet eligibility criteria • Develop efficient distribution methods • Audit recipients to ensure appropriate use of gaming funds
Goal	PUBLIC AND STAKEHOLDER CONFIDENCE IN GOVERNMENT MANAGEMENT OF GAMING
Objective:	Define and limit the scope and magnitude of permitted gaming in the province
Strategies:	• Establish the process for creating and relocating gaming facilities • Provide opportunities for the public and stakeholders to comment on gaming management issues

Performance Measures:	Actual June 5, 2001 to March 31, 2002	Status
Output Measures		
Gaming Control Act and Regulations	Draft Act approved	• New *Gaming Control Act* introduced and completed with Royal Assent, awaiting proclamation • Regulations near completion
Outcome Measures		
Public satisfaction rate with government management of gaming	To be determined	• Actions taken to improve public satisfaction: — Implemented new gaming management structure to improve accountability and efficiency; — Defined the limit, scope and magnitude of permitted gaming in the province to provide stability and clarity; — Established process for gaming facility location, relocation or substantial changes to provide independent decision-making; — Introduced gaming legislation to establish regulatory framework/authority for registration, audit and investigative functions to protect the integrity of gaming; — Reviewed charitable gaming policies to establish eligibility and licensing criteria to ensure consistent, fair and timely access to gaming revenue; — Analyzed administrative review hearing process to streamline and standardize dispute resolution
Efficiency Measures		
Maximum time to process charities' complete applications for gaming proceeds	6 months	• Implementing policies and procedures to streamline processes and improve processing time

Core Business Area: Liquor Control and Licensing	
Goal **Objective:** Strategies:	**GREATER INDUSTRY COOPERATION IN REDUCING PROBLEMS ASSOCIATED WITH LIQUOR MISUSE** Increase voluntary compliance within the industry • Implement detailed performance standards for the inspection program • Refocus inspections on public safety issues such as service to minors, over service, overcrowding and illicit alcohol • Increase inspections and investigations by 40% • Simplify the licence system by reducing the number of licence categories from seven to two
Goal **Objective:** Strategies:	**REDUCED RISK OF ALCOHOL-RELATED COMMUNITY DISTURBANCES** Control public access to liquor • Involve local government in limiting the number of liquor primary licences issued • Use alcohol related community health measures in assessing licence applications • Set terms and conditions for hours, size and entertainment that are consistent with community standards
Goal **Objective:** Strategies:	**ELIMINATION OF REGULATIONS THAT DO NOT SUPPORT PUBLIC SAFETY AND COMMUNITY STANDARDS** Reduce cost to business of obtaining a liquor licence • Streamline and automate the licensing process • Eliminate unnecessary liquor advertising regulations

Performance Measures:	Actual June 5, 2001 to March 31, 2002	Status
Output Measures		• The output measures reported here will establish a baseline for the program for future comparisons
# of inspections	9,497	
# of contravention notices	573	
Proportion, contraventions/inspections	6%	
# of proven contraventions focused on public safety (i.e., minors, intoxication, overcrowding, illicit alcohol)	36	
Outcome Measures		
# of licences issued without community support	0	• The branch is implementing a new licensing process with a strengthened role for local government.
# of community disturbance complaints in specified urban areas	To be determined	• The measure is under development. It is anticipated that information will be available in January 2003.
Efficiency Measures		
Time to complete enforcement hearings and take action	172 days	• The average number of days to complete enforcement activities has been reduced from 190 days to 172 days.
Time to acquire a liquor primary licence (excluding processing by applicant or local government)	4 months	• The branch is implementing a new centralized licensing process in fiscal year 2002/03.

Core Business Area: Police Services

Goal	**Adequate, effective, accountable policing and law enforcement throughout British Columbia**
Objective:	Enhance effectiveness of police agencies through technological, structural and operational changes
Strategies	• Focus on critical infrastructure , specialized police services, and strategic planning • Integrate overlapping and duplicate police services
Objective:	Ensure police have adequate resources to protect the public and apprehend offenders
Strategies	• Administer and monitor agreements for the delivery of RCMP services • Pilot an RCMP reserve program
Objective:	Ensure that appropriate and effective accountability mechanisms are in place
Strategies	• Implement accountability measures resulting from evaluations and internal audits • Update training requirements, curricula and training regulations
Objective:	Strengthen public confidence in policing and law enforcement
Strategies	• Improve appointment and training processes for police board members • Coordinate implementation of a provincial auxiliary and reserve constable policy • Provide information and support to police boards

Performance Measures:	Actual June 5, 2001 to March 31, 2002	Status
Output Measures		
# of successfully negotiated new RCMP municipal policing contracts	59 municipalities with RCMP contracts	• No variance • This is a measure of compliance with the *Police Act* by municipalities • No new municipal policing contracts were required based on census data
# of infrastructure projects initiated	1 project piloted	• No variance. • This measure indicates success in meeting the goal identified above. • Vancouver, Port Moody and Richmond were pilot municipalities for PRIME BC, an integrated multi-jurisdictional police information records management system.
Outcome Measures		
Rate of participation by police agencies in infrastructure projects	100%	• No variance. • This measure indicates success in meeting the goal identified above. • Three municipalities participated as pilot agencies for PRIME BC.
Rate of public confidence in police	52%	• Many factors beyond the ministry's control can and do affect public confidence in the police. Therefore, confidence rates are not solely or directly attributable to ministry performance. This measure is included because it can affect public perceptions of the entire justice system.

[1] Common police records management systems and common communications systems are examples of infrastructure projects.

Core Business Area: Protective Programs	
Goal	**ENHANCED PUBLIC SAFETY**
Objective:	Make communities and schools safer
Strategies	• Enhance electronic access to information by law enforcement agencies and the general public • Promote effective crime prevention programs in communities • Strengthen and continue community based restorative justice initiatives (Community Accountability Programs (CAPs)), and support the initiation of new CAPs
Objective:	Protect children
Strategies	• Continue to support communities in developing strategies to prevent youth crime, violence, bullying and sexual exploitation of children and youth • Provide criminal record checks for individuals working with or afforded unsupervised access to children
Objective:	Ensure that no unexplained death is overlooked, concealed or ignored
Strategies	• Provide on site investigation • Research unexpected deaths to proactively identify trends • Improve communications and technology • Improve compliance with coroner recommendations
Goal	**EFFECTIVE PROTECTION FOR VULNERABLE CITIZENS**
Objective:	Reduce violence against vulnerable citizens through the enforcement of civil and criminal protection orders
Strategies	• Inform protected parties before inmate release • Provide information to police agencies • Link the Protection Order Registry to JUSTIN, B.C.'s justice information system
Goal	**REDUCED HUMAN AND FINANCIAL COSTS ASSOCIATED WITH EMERGENCIES AND DISASTERS**
Objective:	Maintain effective awareness, preparedness, response and recovery programs
Strategies	• Provide training to volunteer services • Provide public education • Enhance public and multi jurisdictional co operation • Employ the use of technology to achieve faster and fuller return of federal Disaster Financial Assistance (DFA) contributions • Maintain the readiness status of provincial emergency programs and continue to expand the capabilities of trained and experienced staff • Develop specific disaster plans
Goal	**RECOVERY ASSISTANCE AND PROTECTION FOR ALL VICTIMS OF CRIME, NOTABLY HIGH-RISK VICTIMS**
Objective:	Enhance the delivery of victim services programs
Strategies	• Improve access and timely provision of benefits and services for victims of crime • Complete the transfer of the Criminal Injury Compensation Program from Workers' Compensation Board to the ministry to streamline service delivery under a victims mandate and to provide more appropriate benefits and services to all claimants
Goal	**ENHANCED PROTECTION FOR FIRST NATIONS COMMUNITIES**
Objective:	Improve support to First Nations communities and offenders provincewide
Strategies	• Continue to support First Nations communities in developing crime prevention and restorative justice programs that are culturally appropriate • Maintain First Nations policing • Support the Native Courtworker Program

Performance Measures:	Actual June 5, 2001 to March 31, 2002	Status
Output Measures		
# of communities participating in problem solving approaches to crime	22	• Direct participation by communities in problem solving approaches to crime contributes to the objective of safer communities and to strengthening community based crime prevention programs.
# of First Nations communities developing crime prevention programs that are culturally appropriate	9	• Having First Nations communities develop culturally appropriate crime prevention programs improves support to those communities and helps to ensure program success by meeting the needs of First Nations people and communities
# of Community Accountability Programs (CAPs) funded	69	• This represents an increase of 13 communities (23% increase) in the number funded compared with the previous fiscal year • Funding and supporting restorative justice programs contributes to the objective of safer schools and safer communities by enabling communities to manage low risk, first time youth and adult offenders
# of community based youth crime, violence, bullying and sexual exploitation projects funded	262	• Funding community based youth crime, violence, bullying and sexual exploitation projects helps protect children, enables schools and communities to develop programs tailored to meet their unique needs, and strengthens community based crime prevention programs
# of victims registered on the Victim Notification Unit automated system (VINE)	291	• Effective April 1, 2002, the Victim Notification Unit was transferred from Corrections Branch to Victim Services Division to consolidate victim services within the ministry • Increasing the number of registered victims indicates an increased awareness of the services available, resulting in enhanced protection for victims of crime and better integration of services
Complete the transfer of the Criminal Injury Compensation Program from Workers' Compensation Board to the ministry	70% complete	• The transfer streamlines service delivery and provides more appropriate benefits and services to all claimants • The transfer also provides faster access and an increased range of benefits, including a new provision for counselling for witnesses of crime, which will assist victims and their caregivers, children and spouses

Outcome Measures		
# of Criminal Record Checks completed	57,699	• Enhancements to the database and streamlined processes provided improved customer service and turnaround times.
# of Protection Order Registry inquiries by police	7,776	• The program is continuing to provide information to police on a 24/7 basis. • The data entry deadline (24-hour mandate) is being met successfully every day.
% of British Columbians reporting satisfaction with their personal safety from crime	84%	• This measure is based on the results of the *Statistics Canada General Social Survey: Victimization Cycle*, conducted in 1999. • The next General Social Survey: Victimization Cycle will be conducted in 2004.
Increase in effectiveness of child death investigations	To be determined	• A child death protocol has been developed and will be fully implemented in the next year.
Efficiency Measures		
Average time to complete a coroner's inquiry	4.5 months	• This average time will provide baseline data for future comparisons
Processing time for Disaster Financial Assistance applications following complete submission	30 days	• 90% of applications are completed in 20 days; the remainder are completed in 30 days.

Core Business Area: Regulatory Programs	
Goal **Objective:** Strategies:	**PUBLIC INTERESTS ARE PROTECTED AS INDUSTRIES PROSPER** Provide efficient and effective licensing and regulation of the security industry, consumer service industries, and film and adult film industries • Seek security industry and government partnerships in maintaining professional standards • Confirm the eligibility of companies and individuals involved in the security industry • Move regulated consumer industries toward self management • Rewrite legislation and regulations for consumer industries • Take enforcement action against consumer industries where appropriate • Confirm the eligibility of licence applicants within the film and adult film industries • Enforce standards and regulations in the screening, sale and distribution of film and adult films • Provide public classification for feature and adult films
Goal **Objective:** Strategies:	**AN EFFICIENT RESIDENTIAL TENANCY SYSTEM** Provide timely and accessible resolution of landlord-tenant disputes • Modernize the *Residential Tenancy Act* in plain language • Improve quality of residential tenancy (RT) information • Provide RT information more efficiently through the Internet and information clinics

Performance Measures:	Actual June 5, 2001 to March 31, 2002	Status
Output Measures		
% of non monetary residential tenancy arbitrations scheduled within 7-10 days or less	50%	• A timely resolution of disputes protects landlords and tenants from financial loss because disputes may involve possession of property and required repairs.
% of monetary residential tenancy arbitrations scheduled within 3-6 weeks or less	90%	• Appropriate scheduling of monetary arbitrations allows parties time to prepare and gather evidence prior to the hearing date
Outcome Measures		
# of successful consumer service regulatory prosecutions	50	• This is a 51% increase from the previous fiscal year, but only a 14% increase from fiscal year 1999/00. The prosecution rate varies depending on the types of activities taking place and the processing of cases through the courts. • Enforcement actions are a clear indicator of the steps taken to ensure a fair and equitable marketplace. This strategy supports the overall ministry vision for enhancing public safety.
Efficiency Measures		

Reduced film licence categories	13	• There was no reduction in the number of categories as of March 31, 2002; however, additional steps to reduce categories will be taken. • Reducing film licence categories reduces red tape and the complexity of the licensing system.
Reduced film fees categories	28	• There was no reduction in the number of categories as of March 31, 2002; however, additional steps to reduce categories will be taken. • Reducing film fees categories reduces red tape and the complexity of the licensing system.
$ per FTE in restitution resulting from consumer services industry investigations	$0.094M	• This represents a substantial drop in restitution from previous years (e.g., $0.190M per FTE in fiscal year 2000/01). This is due to a decreased number of fraudulent telemarketing operations during the year. • Consumer restitution is an important indicator of success in mediating disputes between businesses and consumers as well as helping curb the proliferation of fraudulent telemarketing companies in the province. Both activities support the goals of enhancing public safety and eliminating trade barriers.

Report on Resources

It is required that financial information for this report be organized according to the Estimates that were presented to the Legislative Assembly on July 30, 2001. The ministry's core business areas were established after that date. Therefore, some, but not all, of the information below coincides with the core business areas described earlier in this report. All figures were rounded, including totals. Any discrepancies in the totals are due to rounding.

	Estimates[1]	Other Authorizations[2]	Total	Actual	Variance
Operating Expenses ($000)					
Minister's Office	448	0	448	271	177
Corporate Services	340	0	340	689	(349)
Community Justice	29.197		29.197	26.708	2.489
Corrections	215.937	10.622	226.559	224.564	1.995
Public Safety and Regulatory Services	191.207	292	191.499	196.448	(4.950)
Agencies, Boards and Commissions	947	0	947	920	27
British Columbia Gaming Commission	4.885	0	4.885	4.820	65
Liquor Control and Licensing	783	0	783	238	545
Statutory Services	45.587	11.239	56.826	56.826	0
Special Accounts	9.530	2.405	11.935	11.819	117
Total	**498.861**	**24.558**	**523.419**	**523.302**	**117[3]**

[1] The "Estimated" amount corresponds to the Estimates as presented to the Legislative Assembly on July 30, 2001.

[2] "Other Authorizations" represent funding from the Contingencies (all ministries) and New Programs vote approved by Treasury Board on March 20, 2002.

[3] The ministry is required to ensure that actual spending on an overall basis is covered off by voted funds and other authorized funds. Individual programs may have surpluses or deficits that contribute to the bottom line positive balance.

	Estimates	Other Authorizations	Total	Actual	Variance
Full-time Equivalents (FTEs)					
Total	**2,904**		**2,904**	**2,852**	**52**
Ministry Capital Expenditures ($000)					
Information Systems	4,444	0	4,444	1,539	2,905
Other	2,174	0	2,174	1,014	1,160
Total	**6,618**	**0**	**6,618**	**2,553**	**4,065**
Consolidated Capital Plan Expenditures[1] ($000)					
Correctional Institutions	15,200	1,776	16,976	515	16,461
Total	**15,200**	**1,776**	**16,976**	**515**	**16,461**
Other Financing Transactions (Net Disbursements)[2] ($000)					
British Columbia Racing Commission	13,800	324	14,124	14,124	0
Total	**13,800**	**324**	**14,124**	**14,124**	**0**

[1] On October 11, 2001, the Ministry of Public Safety and Solicitor General received approval to carry over $1,776 million in its Capital Expenditure Limit from 2000/01 to 2001/02, increasing its limit to $16,976 million.

Source: Public Accounts 2001/02

Appendices

Appendix I: Glossary

Auxiliary/Reserve Constables: Auxiliary and reserve constables are volunteers who participate in the delivery of community policing and crime prevention services. They are a trained, semi-professional policing resource in many communities in British Columbia but are not considered substitutes for policing by regular police officers.

Community Accountability Programs (CAPs): CAPs are community-based diversion programs designed to divert low-risk offenders from the traditional justice system while holding offenders accountable for their actions and repairing the harm caused. Major CAP models include circle remedies, family group conferencing, neighbourhood accountability boards and victim-offender reconciliation.

Core Programs: Core programs are designed to promote long-term behavioural changes in serious offenders by addressing those factors associated with thinking, skills and lifestyle that are known to contribute to crime.

CORNET: An electronic, integrated offender-management information system.

***Crime Victim Assistant Act* (CVAA):** The CVAA replaces the Criminal Injury Compensation Program, increasing the range of benefits provided to victims.

Disaster Financial Assistance (DFA): Administered through the Provincial Emergency Program, the DFA assists eligible disaster victims in coping with the cost of restoring or replacing items essential to a home, livelihood or community service.

High-Risk Offenders: Offenders who are defined as high-risk are those who have been assessed by correctional and probation officers as presenting a high risk to re-offend. By screening offenders against factors that are predictive of re-offending, Corrections Branch identifies the offenders who require the most intervention (i.e., higher frequency of supervision and more programming).

Integrated Justice: Seamless information sharing between independent agencies that make up the justice system.

JUSTIN: An electronic, integrated case-tracking system used throughout the province and joining all members of the criminal justice system (police, Crown, judiciary, courts and corrections).

Keep of Prisoner Program (KOP): Administered by the Corrections Branch, the KOP program reimburses police departments for the cost of keeping provincial prisoners in municipal lockups who have been remanded into custody by the courts pending transport to correctional centres or for a court appearance.

Native Courtworker Program: Native courtworkers provide counselling (other than legal) to adults and youths who have committed or are alleged to have committed a criminal offence. They also help Aboriginal adults or young offenders understand their legal rights and obtain legal assistance; and they promote better appreciation of the cultures and socio-economic conditions of Aboriginal people on the part of those who administer the criminal justice system.

Police Boards: Police boards are mandated to establish and operate a police department in their municipality responsible for enforcing bylaws and criminal and provincial laws, maintaining order and preventing crime. B.C. municipalities that do not have police boards are served by the RCMP.

PRIME BC: An electronic records management system that will link all police department information across the province and improve the ability of police to solve major crime.

Protection Order: A protection order is an order containing a condition (e.g., "no contact") that affords safety and security to a specified (named) person or persons. A protection order may be made in Provincial family, criminal, or Supreme Court.

Protection Order Registry (POR): The POR is a central registry (electronic database) of current protection orders that is used by police to establish the existence and validity of a protection order in the course of law enforcement. The POR is also used to notify victims of the release or escape of sentenced offenders and is cross-referenced with firearms databases.

Provincial Emergency Program (PEP): The function of PEP is to maintain effective awareness, preparedness, response and recovery programs to reduce the human and financial costs of emergencies and disasters.

RCMP Agreement: The RCMP Provincial Police Service Agreement sets out the cost-sharing relationship between the federal, provincial and territorial governments, police service-level expectations, minimum police standards, police objectives and priorities, methods of payment and other conditions.

Restorative Justice: Restorative justice is an approach which considers the needs of victims, offenders and communities and involves these parties in addressing the harm caused by crime. Restorative justice can be incorporated in ministry programs and external, community-based programs.

Safer Community Programs: Safer community programs are structured initiatives, undertaken by both government and non-government partners, to assist schools and communities in developing local solutions and to increase public awareness and support for crime prevention and community justice strategies.

Appendix II: Other Official Ministry and Justice Information

The following list of Internet Web site addresses are justice-related sites where additional information can be found on a range of topics. The names of the organizations and a brief description of the contents of the sites are provided. Links to other Internet sites are given for reader convenience and do not constitute endorsement of the information at those sites. The Ministry of Public Safety and Solicitor General accepts no responsibility for material contained in any site that is linked to the official ministry Internet site, or in any other listed site.

http://www.gov.bc.ca/pssg/

Ministry of Public Safety and Solicitor General
Provides links to ministry key initiatives, latest news, programs and services, ministry branches and departments and an extensive reports and publications list.

http://www.gov.bc.ca/ag/

Ministry of Attorney General and Minister Responsible for Treaty Negotiations
Contains information about programs and services and key ministry initiatives such as the Civil Liability Review, the Administrative Justice Project and the Report of the Task Force on Pay Equity. There are also links to current news releases and to ministry branches and departments.

http://www.gov.bc.ca/tno/

Treaty Negotiations Office
A direct link to Treaty Negotiations Office programs and services. Provides access to key initiative reports such as the Nisga'a Implementation Report and the Tripartite Working Group Report.

http://www.gov.bc.ca/tno/links/

Links to other sites related to treaty negotiations.

http://www.ag.gov.bc.ca/abc

Agencies, Boards and Commissions (ABCs)
Links to ABCs, including the BC Human Rights Tribunal, the Children's Commission, the Expropriation Compensation Board and the Public Guardian and Trustee.

http://www.legis.gov.bc.ca/

Legislative Assembly of British Columbia
Includes information on current and previous legislative sessions, legislation and MLAs. Also provides a link to an on-line tour of the Legislative Chamber.

http://www.courts.gov.bc.ca/

B.C. Superior Courts
Provides the public and the media with timely access to reasons for judgments and information on the B.C. superior courts.

http://www.provincialcourt.bc.ca

B.C. Provincial Court
As the first level of court in British Columbia, the court's jurisdiction includes criminal, family, child protection, small claims, and traffic cases. This site provides a description of court, judicial officers and council. It also contains links to news and references, a judgment database, criminal and youth matters, family matters, small claims matters, traffic and bylaw matters and a court locations map.

http://www.qp.gov.bc.ca/bcstats

Revised Statutes British Columbia
Provides links to all B.C. legislation.

http://www.bcli.org

B.C. Law Institute
The B.C. Law Institute is a society incorporated to promote the clarification and simplification of the law and its adaptation to modern social needs, promote improvement of the administration of justice and respect for the rule of law, and promote and carry out scholarly legal research. This site contains information about the institute, publications, legal resources and B.C. law reform.

http://www.pep.bc.ca/

Provincial Emergency Program (PEP)
Provides information about PEP, hazard preparedness and planning, emergency management and disaster financial assistance.

http://www.dir.gov.bc.ca/

B.C. Government Directory
A searchable directory of all B.C. government offices; search by person, organization or organizational unit.

http://www.cio-dpi.gc.ca/

Intergovernmental On-Line Information Kiosk
Part of the Treasury Board of Canada Secretariat, this site makes information available to the public on programs and initiatives, including "Government On-Line," the Government of Canada's initiative to provide information and services on the Internet by 2005.

http://www.jibc.bc.ca/

Justice Institute of B.C.
The institute is a training organization that targets improved justice and public safety services and safer communities. The site provides course and conference listings and an on-line student learning centre.

http://www.vcn.bc.ca/lssbc/

Legal Services Society (LSS)
This site provides descriptions of LSS services and access to publications arranged by topic.

http://www.bcstats/gov.bc.ca/

B.C. Stats
B.C. Stats is the central statistical agency of British Columbia, providing statistical products, services and expertise. This site contains links to statistical bureaus in other Canadian provinces and many other countries.

http://www.statcan/ca

Statistics Canada
This site provides Canadian statistics on justice and crime, victims, suspects, criminals, police and the courts.

http://www.sgc.gc.ca/

Solicitor General, Government of Canada
This site contains information about the Solicitor General portfolio, including national security, policing and law enforcement, corrections, the National Parole Board, public safety and Aboriginal policing.

http://www.canada.justice.gc.ca/

Department of Justice Canada
This site provides information about the department's mission and portfolio, including criminal justice policy at the federal level.

http://www.crime-prevention.org

National Crime Prevention Centre
This is a federal government site containing information about the crime prevention business network, projects, programs and services and publications. It presents the National Strategy on Community Safety and Crime Prevention, which is aimed at reducing crime and victimization by addressing their root causes through a social development approach. It also provides links to related sites, arranged alphabetically by subject.

http://laws.justice.gc.ca

Criminal Code of Canada — Department of Justice Canada
This site provides a searchable list of Canada's Consolidated Statutes and Regulations, including the Criminal Code.

http://www.rcmp-grc.gc.ca/

Royal Canadian Mounted Police (RCMP)
This site provides information about the RCMP and their programs and services and provides links to related news.

http://www.acjnet.org

Access to Justice Network (ACJNet)
This is an electronic community that brings together people, information and educational resources on justice and legal issues of interest to Canadians. ACJNet is dedicated to making law and justice resources available to all Canadians in both official languages